

## Performance Indicators

Activity	2000		
	1999 Actual	Estimated	2001 Proposed
Transit Bus Boardings (000s) <sup>1</sup>	96,606	96,400	92,700
Total Complaints per Million Boardings <sup>1</sup>	69.6	71.1	not available <sup>2</sup>
Miles Between Trouble Calls	3,290	3,402	3,300
Platform Hours (including DART) (000s) <sup>1</sup>	3,389	3,253	3,031
Operating Cost per Platform Hour <sup>3</sup>	\$84.31	\$89.31	\$95.12
Operating Cost per Boarding <sup>3</sup>	\$2.96	\$3.02	\$3.11
Operations Revenue per Boarding <sup>3</sup>	\$0.74	\$0.74	\$0.82
Operations Revenue (000s) <sup>3</sup>	\$71,428	\$71,753	\$76,410
Traffic Accidents per Million Miles	35.5	37.6	37.6
Total Passenger and Operator Injury Assaults	49	37	31
Net New Service Hours Added <sup>4, 5</sup>	12,600	-191,000	-491,500
Vanpool Ridership	2,930,400	2,849,761	2,932,072
Paratransit Ridership <sup>6</sup>	1,085,980	1,071,000	974,700
Direct Operating Cost per Paratransit Trip <sup>7</sup>	\$25.51	\$27.04	\$27.62
Transit Facilities Maintenance Costs as a Percent of Replacement Value of Assets:			
Operating Maintenance Cost	2.05%	2.01%	2.05%
Capital Maintenance Cost	0.76%	1.04%	1.74%
Total Transit Facilities Maintenance	2.82%	3.05%	3.78%

<sup>1</sup> Excludes Sound Transit Service

<sup>2</sup> Not projected because of pending changes in the way customer contacts are classified

<sup>3</sup> Excludes paratransit and vanpool service

<sup>4</sup> Includes annualized King County Metro bus service and subcontracted service; excludes schedule maintenance hours and Sound Transit service

<sup>5</sup> 2001 = 146,500 with additional funding

<sup>6</sup> 2001 = 1,009,700 with additional funding

<sup>7</sup> 2001 = \$27.46 with additional funding